

Video

BLASTER®

CREATIVE

WEBCAM GoES PC Camera



Getting Started

Getting Started

Creative Video Blaster WebCam Go ES

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ATTENTION: Ce périphérique est destiné à être connecté par l'utilisateur à un ordinateur IBM AT certifié ou listé CSA/TUV/UL ou compatible, à l'intérieur de la zone d'accès définie par le fabricant. Consulter le mode d'emploi/guide d'installation et/ou le fabricant de l'appareil pour vérifier ou confirmer qu'il est possible de connecter d'autres périphériques à votre système.

Notice for the USA

FCC Part 15: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, this notice is not a guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try one or more of the following measures:

- ☐ Reorient or relocate the receiving antenna.
- ☐ Increase the distance between the equipment and receiver.
- ☐ Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- ☐ Consult the dealer or an experienced radio/TV technician.

Caution

To comply with the limits for the Class B digital device, pursuant to Part 15 of the FCC Rules, this device must be installed in computer equipment certified to comply with the Class B limits.

All cables used to connect the computer and peripherals must be shielded and grounded. Operation with non-certified computers or non-shielded cables may result in interference to radio or television reception.

Modifications

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device.

Safety and Regulatory Information

Notice for Canada

This apparatus complies with the Class "B" limits for radio interference as specified in the Canadian Department of Communications Radio Interference Regulations.

Cet appareil est conforme aux normes de CLASSE "B" d'interférence radio tel que spécifié par le Ministère Canadien des Communications dans les règlements d'interférence radio.

Compliance

This product conforms to the following Council Directive:

- ☐ Directive 89/336/EEC, 92/31/EEC (EMC), 73/23/EEC (LVD)

Declaration of Conformity

According to the FCC96 208 and ET95-19,

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Manufacturer/Importer's Address:

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declares under its sole responsibility that the product

Trade Name: ***Creative Labs***

Model Numbers: ***PD0080***

has been tested according to the FCC / CISPR22/85 requirement for Class B devices and found compliant with the following standards:

EMI/EMC: ANSI C63.4 1992, FCC Part 15 Subpart B
Complies with Canadian ICES-003 Class B.

This device complies with part 15 of the FCC Rules.
Operation is subject to the following two conditions:

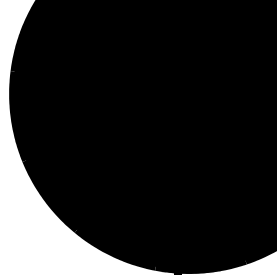
1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesirable operation.

Ce matériel est conforme à la section 15 des règles FCC.

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1. Le matériel ne peut être source D'interférences et
2. Doit accepter toutes les interférences reçues, Y compris celles pouvant provoquer un fonctionnement indésirable.

Compliance Manager
Creative Labs, Inc.
November 13, 2000



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ENGLISH

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Introduction

Creative Video Blaster WebCam Go ES is an Internet video camera that allows you to capture images in both 16-bit and 24-bit (16.7 million) colors, and record video clips in full-color.

The following are just some of the things you can do with your WebCam:

- ❑ **Video Conferencing.** Chat face-to-face with someone over the Internet. Together with Microsoft NetMeeting, you can now have real-time videoconferencing.
- ❑ **Security Camera.** Together with WebCam Monitor, WebCam Go ES can function as a security camera, recording short video clips of what is in its field of view whenever it detects movement. You can also program it to take pictures automatically at regular intervals.
- ❑ **Portable Digital Camera.** As WebCam Go ES is detachable, you can disconnect it from the computer and use it as a digital camera to take pictures. With WebCam Go ES' focus-free lens, you don't have to manually focus, just snap your pictures and the images will turn out sharp every time. Downloading images from WebCam Go ES is easy with WebCam Go Control.

Applications

Creative Oozic Player™

Oozic Player lets you create and play animated 3D videos to accompany your music files. It combines textures, images, and colors to create forms that dance and flow. Oozic videos are relatively compact and may be sent easily through the Internet. Oozic Player requires a 3D graphics card.

Creative WebCam PhotoEditor

Creative WebCam PhotoEditor is an image editing and enhancing application that complements your WebCam. Its many features include special effects tools and a set of templates for creating impressive personal greetings and presentations.

Creative WebCam Go Control

WebCam Go Control lets you take pictures or record video clips and store them in albums. And, you can use it to download pictures you take while the camera is disconnected from the computer, export pictures or video clips to other programs, or send them as attachments to your e-mail message. The various settings for you to adjust so that you can optimize the quality of your pictures and video clips.

Creative WebCam Monitor

Use WebCam Monitor to include a live snapshot on your Web page. Point your camera at the desired subject, specify settings, and WebCam Monitor does the rest, including automatically uploading the snapshots to your Web site. It can even act as a motion-detecting security system that automatically sends an e-mail message to you when there is movement within the camera's field of view.

PixAround™ PixMaker™ Creative Edition

PixMaker Creative Edition lets you create 360° interactive PixAround scenes, web pages, and postcards without expensive professional equipment or additional plug-ins.

PixAround PixScreen™

PixScreen lets you view PixAround scenes without the need of additional plug-ins. Navigate around a 360° PixAround scene with the help of buttons built into PixScreen's friendly user interface, or print out your PixAround scenes in normal or panoramic view!

Microsoft NetMeeting

Microsoft NetMeeting is a voice communications application that includes support for international conferencing standards and provides multi-user application sharing and data conferencing capabilities. It supports one-way or two-way videoconferencing, so the other user can see you even if they do not have a camera. Audio-only conversations and text chats are also supported. Two or more users can collaborate on a document, doodle on a whiteboard, or share any Windows application in real-time over the Internet or corporate intranet.

Microsoft Internet Explorer

Microsoft Internet Explorer is an Internet browser that features ActiveX technology, so web pages can combine interactive ActiveX Controls, Java applets, and more to create interactive content. ActiveMovie technology allows you to view multimedia content on the web, including MPEG audio and video.

Before You Begin

The README file on the CD-ROM contains information not available at the time of printing. Read the file before you continue.

System Requirements

Minimum system requirements for WebCam Go ES:

- ☐ 166 MHz Intel Pentium® or higher 100% IBM®-compatible PC
- ☐ 16 MB RAM
- ☐ 70 MB free hard-disk space for installation of all software titles
- ☐ Available USB port or self-powered USB hub
- ☐ Microsoft Windows® 98/98 SE/Me, or Windows 2000
- ☐ Display adapter that supports 16-bit color at a resolution of 640 x 480 pixels
- ☐ CD-ROM drive installed
- ☐ Sound Blaster® or other Windows-compatible sound card and microphone (required for videoconferencing)
- ☐ Modem or LAN access to the Internet at 28.8 Kb or faster (required for videoconferencing)

For optimal performance:

- ☐ 200 MHz Intel Pentium or higher 100% IBM-compatible PC
- ☐ 32 MB RAM
- ☐ Display adapter that supports 16-bit color at a resolution of 800 x 600 pixels
- ☐ Sound Blaster 16 or higher, or other Windows-compatible sound card with full-duplex support for simultaneous two-way conversations

Document Conventions



The notepad icon indicates information that is of particular importance and should be considered before continuing.



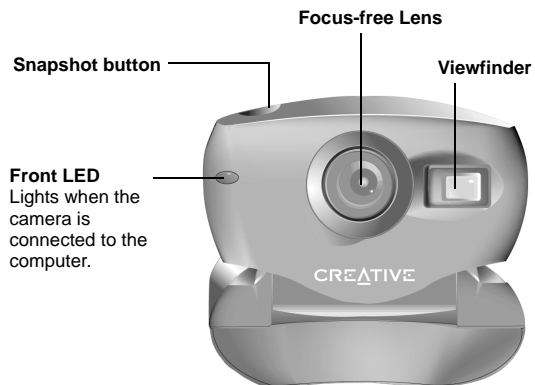
The alarm clock icon indicates that failure to adhere to directions may result in loss of data or damage to your system.



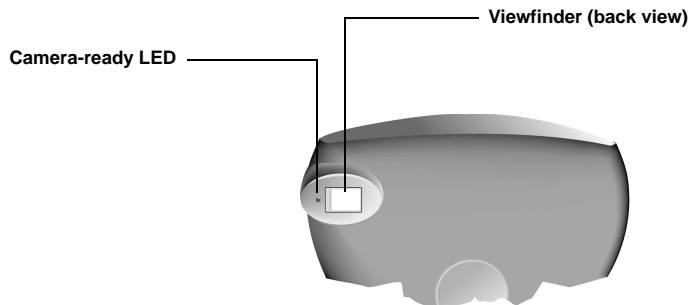
The warning sign indicates that failure to adhere to directions may result in bodily harm or life-threatening situations.

Installing WebCam Go ES

WebCam Go ES



Back



Display



- To view pictures that you have taken while using the camera on-the-go, you must connect the camera to the computer and download the pictures using WebCam Go Control.
- As JPEG compresses an image according to its details, colors and compression ratio, the file size varies according to the picture taken.

Image counter

Shows the remaining number of pictures that can be taken with the camera undocked. When the counter reaches "000," you cannot take any more pictures until you have cleared the camera's memory by downloading or deleting the existing pictures.

Select button

In **Setting Mode**, press the button to change the setting that affects how a picture should be taken.

Note: WebCam Go ES switches to **Camera Mode** if it is left idle for eight seconds.

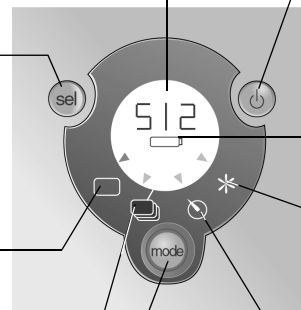
Single-Snapshot mode

In this mode, the camera captures the view in one single snapshot.

Multiple-Snapshot mode

In this mode, the camera takes a series of pictures, with a constant interval between consecutive takes. By default, the total number of pictures taken is 10 and the interval is 0.5 seconds.

If the interval is set to zero seconds, a video is created. You can change this interval using WebCam Go Control, or by going into **Setting Mode**



On/Off button

To turn on the camera, press this button. You can only turn it on when the camera is disconnected from the computer. To turn off the camera, press and hold for two seconds.

Note: The camera will turn itself off if it is left idle for one minute. This length of time can be changed by using WebCam Go Control.

Battery-low indicator

Displayed when the battery is running low.

Self-timer Multiple-Snapshot mode

In this mode, the camera takes a series of pictures after a specified length of time, with a constant interval between consecutive takes. The default delay time is eight seconds, the total number of pictures taken is 10, and the interval is 0.5 seconds.

Self-timer mode

In this mode, the camera takes a picture after a specified length of time. The default delay time is eight seconds.

Mode button

Press to switch to one of the following four modes of the camera: single-snapshot mode, multiple-snapshot mode, self-timer mode or self-timer multiple-snapshot mode.

Press for two seconds to go into **Setting Mode**. In **Setting Mode** press the **Select button** to change the resolution and quality compression of your camera. See "Taking Pictures" on page 11.

Inserting or Changing Batteries

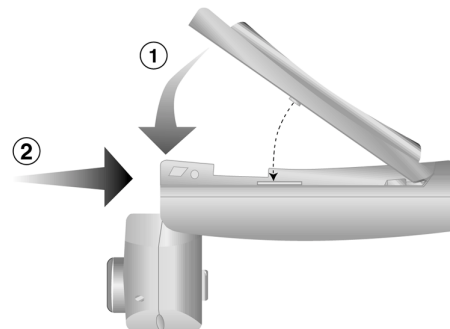
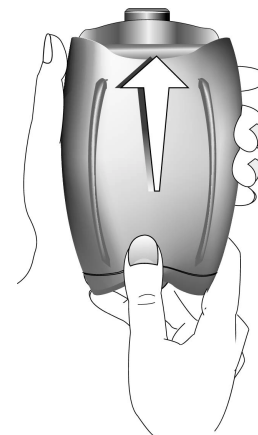


- No batteries are required when the camera is connected to the computer.
- If the camera is to be connected to the computer for a long period of time, remove the batteries to prevent battery leakage.
- Make sure that you insert the batteries in the correct direction. If not, they may leak and cause damage to the camera.
- Do not mix old batteries with new ones or batteries of different types together.

WebCam Go ES functions as a portable digital camera when it is disconnected from the computer. You need to insert two 1.5 V AAA alkaline batteries into its battery compartment.

To insert or replace batteries

1. Press the On/Off button to turn off the camera.
2. Flip the camera's head unit upwards.
3. Hold the camera in one hand and press the bottom of the back cover with your thumb until the cover is detached.
4. Push and lift the cover outwards.
5. Remove the old batteries (if any).
6. Insert the new batteries according to the diagram inside the battery compartment.
7. Align the cover with the case and slide the cover until it snaps back into place.



Installing WebCam Go ES

Windows 98, Windows 98 SE, and Windows Me

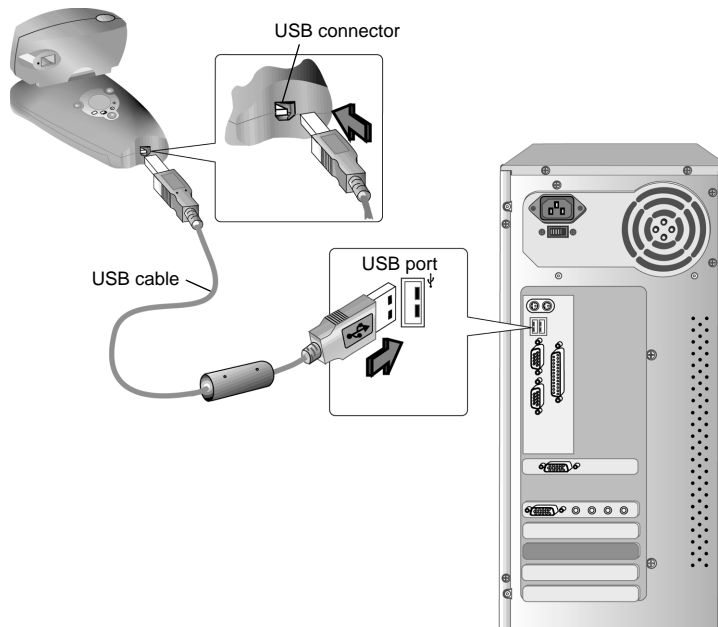


- The USB port(s) on your computer may be found on the front panel instead of the back panel.
- You can also attach the camera to a self-powered USB hub.
- You can connect the camera while the computer is on.

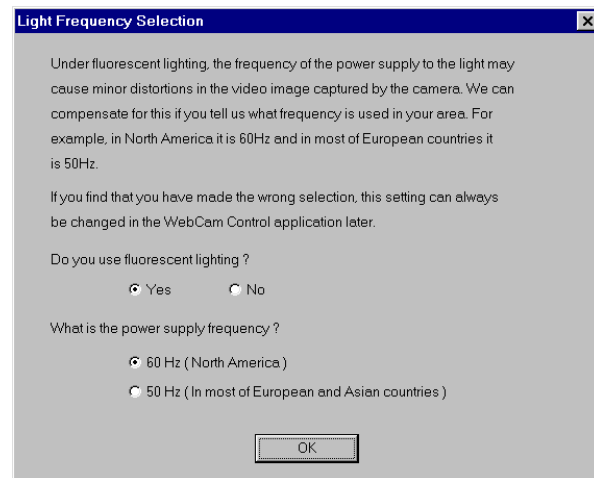
Use the installation procedure for your operating system.

NOTE: Do not connect WebCam Go ES to your computer before installing the drivers. If you begin installation with WebCam Go ES connected, the Add New Hardware Wizard dialog appears. Disconnect WebCam Go ES from your computer and click the Cancel Button.

1. Insert the WebCam Go ES installation CD into your CD-ROM drive.
2. Select the drivers and applications you want to install on your computer.
3. Follow the instructions on the screen to complete the installation.
You may be asked, after an application is installed, if you want to restart your computer. Do not restart your computer until all the drivers and applications are installed.
4. After you restart your computer, connect WebCam Go ES's USB cable to an available USB port on your computer. Windows automatically detects the device.



5. If you are prompted to insert the Windows CD, replace the WebCam Go ES installation CD with the appropriate CD.
 - a. On the Insert Disk dialog, click the OK button.
 - b. Follow the instructions on the screen.
6. Place WebCam Go ES on top of your computer monitor or another flat surface.
7. When the Light Frequency Selection dialog appears, click the Yes button and then click the option button that represents your power supply frequency if you use fluorescent lighting. Otherwise, click the No button.



Verifying the installation in
Windows 98,
Windows 98 SE, and
Windows Me

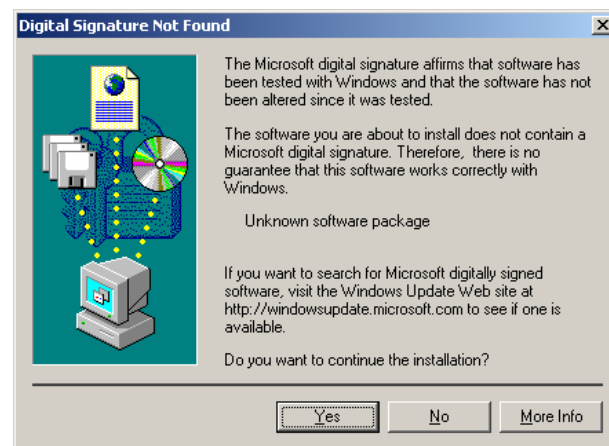
1. Right-click the My Computer icon on your desktop.
2. On the menu that appears, click Properties.
3. On the System Properties dialog, click the Hardware tab.
4. Click the Device Manager button. A window appears.
5. Click the plus (+) sign next to the Imaging Device icon.
The entries Video Blaster WebCam Go ES (Composite), Video Blaster WebCam Go ES (Still), and Video Blaster WebCam Go ES (WDM) are listed.
If the entries do not appear, repeat the installation procedure.

Windows 2000



Do not connect WebCam Go ES to your computer before installing the drivers. If you begin installation with WebCam Go ES connected, the Add New Hardware Wizard dialog appears. Disconnect WebCam Go ES from your computer and click the Cancel Button.

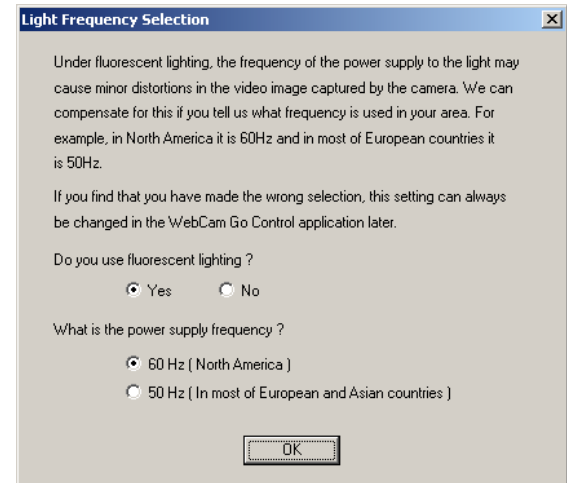
1. Insert the WebCam Go ES installation CD into your CD-ROM drive. The Digital Signature Not Found dialog appears, telling you that an unknown software package has been detected.
2. Click the Yes button. The drivers are copied to your computer.



3. Connect WebCam Go ES's USB cable to an available USB port on your computer. Place WebCam Go ES on top of your computer monitor or another flat surface. Three "Digital Signature Not Found" dialogs appear, each telling you that Video Blaster WebCam Go ES (Composite), Video Blaster WebCam Go ES (Still), and Video Blaster WebCam Go ES (WDM) are detected.
4. Ignore the message and click the Yes button.
5. If you are prompted to insert the Windows CD, replace the WebCam Go ES installation CD with the appropriate CD.
 - a. On the Insert Disk dialog, click the OK button.
 - b. Follow the instructions on the screen.



- When the Light Frequency Selection dialog appears, click the Yes button and then click the option button that represents your power supply frequency if you use fluorescent lighting. Otherwise, click the No option.



Verifying the installation in Windows 2000

- Right-click the My Computer icon on your desktop.
- On the menu that appears, click Properties.
- On the System Properties dialog, click the Hardware tab.
- Click the Device Manager button. A window appears.
- Click the plus (+) sign next to the Imaging Device icon.
The entries Video Blaster WebCam Go ES (Composite), Video Blaster WebCam Go ES (Still), and Video Blaster WebCam Go ES (WDM) are listed.
If the entries do not appear, repeat the installation procedure.

Using WebCam Go ES as a Web Camera

When you connect WebCam Go ES to the computer, you can use it as a Web camera. Read the following sections to learn how to do it.

Starting WebCam Go Control



If WebCam Go Control does not recognize the camera correctly, see Appendix B, “Troubleshooting”.

WebCam Go Control is an application that enables you to take pictures and record video clips with the WebCam Go ES camera. You can also view the picture taken and video clips recorded, create and manage albums, and download image files from the camera.

To start WebCam Go Control, do one of the following:

- ☐ Click Start Programs Creative Video Blaster WebCam WebCam Go Control.
- ☐ Press the Snapshot button on the camera.
- ☐ If you elected to have WebCam Go Control launched at startup during the software installation, a taskbar icon is available on the Windows Desktop. Click this icon.


After WebCam Go Control is started, the WebCam Go Control screen appears, displaying the view that the camera is capturing currently.

The following sections describe the more commonly used operations. For more details on how to use WebCam Go Control, see “Starting WebCam Go Control Help” on page 10.




Snap an image button
Record a video button

Taking a Picture

1. In the WebCam Go Control window, click the Live Cam button.
The current view of the camera is displayed in the Preview window.
2. To capture the image shown in the Preview window, click the Snap an image button.
Or, press the Snapshot button on the camera.
The image is captured and saved as an image file with an automatically generated file name. It is added to the current album and its name prefixed with the still image icon .

Recording a Video Clip

1. In the WebCam Go Control window, click the Live Cam button.
The window displays the current view of the camera.
2. To start recording a video clip, click the Record a video button.
The button starts blinking to indicate that recording is now in progress.
3. To stop the recording, click the button again. The button stops blinking.
The video clip is saved as an AVI file with an automatically generated file name. It is added to the album and its name prefixed with the video icon .

Viewing an Image in its Actual Size

1. Click the Album button.
2. Select the desired album.
3. Double-click the thumbnail of the image displayed in the Thumbnail list. The image is displayed in the Video window in its actual size.
If you are not satisfied with the result, adjust the appropriate settings in order to get the desired result, and then capture the image again.

Selecting the Video Capture Device



- If you select the VFW driver, some of the settings on the General and Source tab pages may not be available. If so, go to the General tab and click the Format or Source buttons to change settings.
- The VFW driver is compatible only with software that supports Video For Windows.

1. In WebCam Go Control, click the Settings button.
2. Click the Camera docked settings button.
3. Click the scroll button until you get to the General tab.
4. Click the General tab.
5. In the Video device list, select the desired video capture device.

Note: The WDM driver gives better performance in terms of frame rate and is the recommended choice.

Starting WebCam Go Control Help

The Help file contains instructions on how to use WebCam Go Control to take pictures and record video clips. It also teaches you how to change the different settings so as to achieve optimum quality for your pictures and video clips.

To start the Help file:

1. Click the Creative logo at the top left corner of WebCam Go Control's main window.
2. On the WebCam Go Control menu, click Help.

Using WebCam Go ES as a Digital Camera

To use WebCam Go ES as a portable digital camera, simply disconnect it from the computer.

Note: You must insert two 1.5 V AAA alkaline batteries into the camera's battery compartment.

Taking Pictures



- You can only switch on the camera when it is disconnected from the system.
- The counter value decreases by one every time a picture taken. However, if there is insufficient memory in the camera, the counter drops to "000" immediately.
- When the counter value reaches "000", you cannot take any more pictures until you have cleared the camera's memory by deleting existing pictures.
- Multiple snapshot mode consumes more battery power.
- The camera turns itself off if it is left idle after a specified amount of time.

1. Unplug the USB cable from the camera.
2. Press the On/Off button on the camera.
The number of images you can take is shown by the Image counter on the display.
3. To change the mode of the camera, press the Mode button:

- **Single snapshot:** Individual snapshots.
- **Multiple snapshot:** Series of successive snapshots. If the interval is set to zero (using WebCam Go Control), a video sequence is created.
- **Self timer single snapshot:** Snapshot is taken after a specified length of time. Use this feature to take pictures of yourself.
- **Self timer multiple snapshot:** Series of snapshots taken after a specified length of time. You can create an AVI file from the snapshots.

After pressing the Mode button, one of the following codes is displayed representing the current setting:

Codes	Video Setting
1L or 1H	160 x 120, Low/High* quality
3L or 3H	320 x 240, Low/High* quality
6L or 6H	640 x 480, Low/High* quality

*. "H" displayed on the camera corresponds to Medium quality in WebCam Go Control.

4. Focus the camera at the desired object, using the camera's viewfinder to verify that the object is in the camera's view.

Note: The object should be at least two feet (61 cm) from the camera.

5. Hold the camera steady and press the Snapshot button.
6. Continue holding the camera until the Camera busy light (red) goes out.
The picture is stored in the camera's memory and the image counter decreased.
7. To take another picture, repeat steps 4 through 6.
8. To turn off the camera, press and hold the On/Off button for two seconds.

Downloading Pictures from the Camera

After taking pictures, connect the camera to the computer and use the application, WebCam Go Control, to download the pictures.

1. In the WebCam Go Control window, click the Cam Memory button.
A thumbnail view of the pictures and audio files stored in the camera's memory is displayed.
2. Click the Album button to display the album (if it is not already displayed).
3. From the Album list, select the album in which you want to store the picture files.
4. Select the desired files and click the Download selected image(s) button.

Customizing Camera Settings



For more information on downloading pictures and customizing the camera, refer to the Help file for WebCam Go Control.

Use WebCam Go Control to adjust the following camera settings for photo-taking:

- ☐ Image size
- ☐ Number of frames in multiple snapshots*
- ☐ Time interval between successive frames for multiple snapshots
- ☐ Level of quality
- ☐ Beep mode enabled/disabled
- ☐ Duration of delay for taking delayed (self timer) snapshots
- ☐ Power-saving enabled/disabled
- ☐ Length of time before the camera is switched off automatically

You can set different settings of image size and quality for each of the four camera modes.

Technical Specifications

Features and Specifications

- ☐ Color VGA (640x480) CMOS image sensor
- ☐ 8 MB of on-board non-volatile memory for image storage
- ☐ LCD counter display to indicate number of pictures left and mode of stills capture
- ☐ Snapshot button
- ☐ LEDs to indicate powered-on state and camera readiness state
- ☐ High-quality, focus-free, scratch-resistant glass lens
- ☐ Built-in optical viewfinder
- ☐ Mode selector for four different modes of still capture
- ☐ When detached:
 - Capable of capturing in excess of 72 640x480 sized still pictures (in JPEG format)
 - Images are stored natively in JPEG or BMP formats
 - Draws power from two AAA batteries
 - Note:** Battery life in this mode depends on the battery type.
 - Two AAA alkaline batteries can last for up to 300 snapshots.
 - Auto shut off after a specified length of idle time (software-configurable)
- ☐ When attached:
 - Captures video at up to 30 frames per second at resolutions of 352 x 288, 320 x 240, 176 x 144 and 160 x 120 and up to 15 frames per second at 640 x 480
 - Captures still images in 24-bit color at all resolutions up to 640 x 480
- ☐ Attaches to the PC via the Universal Serial Bus (USB) port

Driver and Operating System Compatibility	<input type="checkbox"/> USB model supports Windows 98 and Windows 2000 <input type="checkbox"/> WDM MiniDriver for DirectShow, and Video For Windows compatibility. <input type="checkbox"/> TWAIN support <input type="checkbox"/> Standard interface works with virtually all camera applications including Microsoft NetMeeting. <input type="checkbox"/> Microsoft Still Image (STI) support
Power	From USB port or self-powered USB hub (powered by an external power source).
Sensor	CMOS image sensor
Resolution (Video mode and Still mode)	<input type="checkbox"/> 640 x 480 <input type="checkbox"/> 352 x 288 <input type="checkbox"/> 320 x 240 <input type="checkbox"/> 176 x 144 <input type="checkbox"/> 160 x 120
Resolution (undocked mode)	<input type="checkbox"/> 640 x 480 <input type="checkbox"/> 320 x 240 <input type="checkbox"/> 160 x 120
Sensitivity	6 lux
Video formats	<input type="checkbox"/> 24- and 16-bit RGB <input type="checkbox"/> 4:2:0 YUV Planar <input type="checkbox"/> JPEG
Exposure control	Automatic (optional manual control with software)
Color balance	Automatic (optional manual control with software)
Color matrix	Preset and integral to camera
Field-of-view	52 degrees (horizontal)
Depth-of-field	2 feet (61 centimeters) to infinity
Port compatibility	Universal Serial Bus port

Troubleshooting

Installing Software

The setup program for WebCam Go ES does not run automatically after you insert the installation CD into the drive.

Cause The AutoPlay feature in your Windows system may not be enabled.

Solution To install the software from the CD:

1. Leave the installation CD in the CD-ROM drive.
2. Click Start Run.
3. In the Run dialog, click **D:\CTRUN\CTRUN.EXE**.
4. Follow the instructions on the screen to complete the installation.

Using WebCam Go ES

There is no USB port available to connect the USB cable.

Solution Do one of the following:

- ☐ Unplug the device currently connected to the USB port.
- ☐ Add a self-powered USB hub.
- ☐ Add a PCI USB card.

An application reports that the video driver is already in use, or that the camera cannot be found.

Solution Do the following:

- ☐ The camera is not properly connected. To resolve this problem, ensure the camera's USB connector is inserted, and that the USB connector is enabled in the BIOS. Refer to your PC's documentation for information on the BIOS.
- ☐ Reinstall the video capture drivers and reboot.

The picture is too bright.

Cause The amount of light entering the camera has exceeded the exposure control limit. There may be a very bright object in the camera's view.

Solution Avoid pointing the camera at very bright objects (for example, sunlight, lights, or highly reflective surfaces).

Insufficient system resources reserved for the USB port, causing the system to be unable to function.

Cause There are too many devices in the system, causing IRQ problems with the system's USB controller.

Solution Do the following:

1. Remove some devices from the system.
2. Restart the system. The system automatically re-allocate the resources.

When the camera is connected to the system, pressing the Snapshot button does not start an application.

Cause The application to be activated has not been pre-selected.

Solution Do the following:

1. Click Start Settings Control Panel.
2. In the Control Panel window, double-click the Scanners & Cameras icon. The Scanners & Cameras Properties dialog appears.
3. On the Devices tab page, select the entry Video Blaster WebCam Go ES (WDM) and then click the Properties button.
4. In the Video Blaster WebCam Go ES (WDM) Properties dialog, click the Events tab.
5. On the Events tab page, ensure that Disable device events is not selected.
6. In the Camera events list, select "Open Application".
7. In the Send to this application list, select WebCam Go Control and/or other applications that you want to activate by pressing the Snapshot button.
8. Ensure that you have selected an application for taking pictures. See the following problem description and solution on page 17.



If you select more than one application, you will be prompted to choose one of them when you press the Snapshot button.



If a selected application is already running, pressing the Snapshot button will not start any other applications. Instead, the current running application will be used to take a picture.

When the camera is connected to the system, pressing the Snapshot button does not take a picture after WebCam Go Control is started.

Cause The application for taking pictures has not been selected.

Solution Verify that pressing the Snapshot button starts the correct application.
If it does not, see the solution on page 16.

To select an application for taking pictures:

1. Do steps 1 through 5 on page 16.
2. In the Camera events list, select “New Picture Captured”.
3. In the Send to this application list, select WebCam Go Control and/or other applications that you want to use to take a picture

Note on USB Compatibility

In our testing on a wide variety of PC motherboards with integrated Universal Serial Bus (USB) ports, we have encountered a small number of motherboards with USB ports that do not meet the USB specification exactly. Unfortunately, WebCam Go ES *may* not operate correctly with these systems.

When you run the setup program from the WebCam Go ES installation CD, the setup program automatically checks your motherboard model and revision. If your motherboard is among those that have failed our test procedure, the setup program will display a warning message. However, due to the numerous brands of motherboards in the market, our test procedure is not exhaustive. So, there may be some non-USB-compliant motherboards that will not trigger the display of the warning message.

So far, for some of the non-USB-compliant motherboards that we have tested, the motherboard manufacturers have released new versions of motherboards or BIOS to address the problem.

If the setup program warns you that your motherboard's USB port is incompatible, or if the camera does not work on your system and you suspect that the problem may be related to your PC's USB port, the following is a list of available options:

1. Contact your PC vendor.
Your PC vendor may be able to upgrade your motherboard or its BIOS to a newer version that addresses USB incompatibilities.
2. Use a PCI host adapter which provides USB connectors.
If you are not able to upgrade your motherboard or its BIOS, we recommend this approach.
3. Attach WebCam Go to a self-powered USB hub.
Some USB devices (such as monitors) also operate as self-powered USB hubs; you can also buy dedicated powered USB hubs which are to be attached to your PC's USB port. However, in some cases, attaching a powered USB hub to a non-USB-compliant USB motherboard connector will not solve the problem.

To look for a USB compatible product, you can visit the product search page at the official USB Web site:
<http://www.usb.org/app/search/products>.

Technical Support

Visit our online help websites for help with installation, answers to frequently asked questions, or troubleshooting tips. Our websites hold a wealth of information as well as up-to-the-minute software and driver upgrades.

<http://www.creativehelp.com> or <http://www.webcam.creative.com>

BEFORE YOU CONTACT US

Please fill out the following information and be seated at your computer.

- Model #: _____ Serial # _____ (both found on the back of the device)
- Error message on the screen and how it came about: _____

- Information on the adapter card that conflicts with the product (if applicable): _____

- Hardware configuration information: _____
- I/O address: _____
- IRQ line: _____
- DMA channel used (if applicable): _____
- Computer type and speed: _____
- Type and version of your operating system; Windows 95/98/Me/NT/2000: _____

For comments or questions regarding our technical support, you can also contact us at the following address: Creative Labs, Inc., Technical Support, 1523 Cimarron Plaza, Stillwater, OK 74075.

If after consulting our online help, you still have an installation question on a Creative product, you may contact us by the following numbers (please have your system hardware and operating system configuration information and Creative product model and serial numbers available for the call): (405) 742-6622 telephone, (405) 742-6633 fax.

Product Return

To return a Creative product for a factory service, contact the Creative Technical Support office. Once the staff has verified the product is defective, you will be given a Return Merchandise Authorization (RMA) number.

NOTE: Retain your purchase receipt, as well as all packaging and contents, until all product components are functioning to your satisfaction. They are required in the unlikely event you need to return the product to Creative.

When returning a product for factory service:

- Shipment to Creative is at your expense and you assume all risk. Ship the package through a carrier that provides proof of delivery; insure the shipment at full product value.
- Place the RMA number on the outside of the package.
- Use proper materials for packing the product for shipment.
- For free repair or replacement, you must include a copy of a dated proof of purchase (store receipt), proving the product is still under Warranty

Creative may replace or repair the product with new or reconditioned parts, and the faulty parts or product will become the property of Creative.

Outside the United States

To avoid tariffs when shipping a product to Creative Labs from outside the U.S., you must complete an official customs form before shipping the product. *To ensure delivery, Creative may include charges for return shipment.*